MASS TC50.4:1993-B no.3

TRAVELOGAN

THE EASIER WAY TO THE AIRPORT

GOVERNMENT DOCUMENTS COLLECTION

LOGAN EXPRESS NEWS

The Woburn Logan Express, the newest of Massport's three express bus services, has been steadily increasing ridership. Since last fall, 40,000 travelers have tried the service from the Woburn location—the first northwest suburban location for the nonstop service. This summer, the heat is really on to increase visibility and attract new riders. Here's the latest in Massport's effort to pick-up riders on the Woburn Logan Express.

The Roadtrip

On July 7, the Woburn Logan Express made special appearances in Woburn, Burlington and Lexington so that local travel agents could learn first-hand what many travelers already know: Logan Express is a convenient and reliable way to begin and end vacation or business trips.

Travel agents in the area were invited to board the bus for food, prizes, special give-a-ways and information about a Woburn Logan Express travel agent incentive program with individual awards for travel agents, and a special grand prize for the winning travel agency.

"We're trying to encourage travel agents to spread the good news about Logan Express to their clients," said Thomas Kinton, director of aviation at Logan Airport. "We want them to recommend the service because it is a reliable and inexpensive way to commute to Logan."

Woburn Logan Express provides nonstop daily service and secured 24-hour parking at Exit 36 (Washington Street) off Route 128, next to the Mishawum MBTA Commuter Rail Station on Mishawum Road, across from the Marriott Courtyard Hotel. The fare is $5.00 one-way and the daily parking rate is $3.00. For schedule information call 1-800-23-LOGAN.

A Groundbreaking

By late fall, Woburn Logan Express travelers will board the buses from a spacious, climate-controlled terminal. Construction began in August for an "airport style" waiting terminal, complete with restrooms, a vending area, and airline ticket counters.

The Contest

Through September, travel agents in northwest suburban communties can participate in a Woburn Logan Express Incentive Program. Massport has distributed discount coupons to travel agencies, offering $1.00 off the regular Woburn Logan Express fare.

Each month Massport will be collecting the redeemed coupons and awarding the travel agency that has generated the greatest number of coupons with a complimentary dinner for two at one of Boston's finest restaurants. The winner also receives 10 round-trip passes on the Woburn Express. The monthly winner will be notified by Massport. **The July winner was Aquarius Travel of Woburn.**

In October, the grand prize, a deluxe catered luncheon, will be awarded to the travel agency that generated the greatest number of Woburn Logan Express riders during the three month promotion.

Travelers can win, also! Patrons of the Woburn express from July through September can win two round-trip tickets to San Francisco courtesy of American Airlines. Just place your business card in the specially marked box at the front of the express bus when you board. A random drawing will be held in early October.

For more information about the Woburn Logan Express Travel Agent Incentive Program, contact Wayne Pickett, Massport Marketing Department, (617) 561-1732.

In just three short months, nearly 1.4 million passengers flying all over the world will pass through Logan Airport. Massport has anticipated this particularly busy summer season by adding and improving a number of services, which you will read about in this issue of Travelogan.

Remember, while most international flights depart from Terminal E, passengers flying on Sabena, Virgin Atlantic, and American will depart from Terminal B; passengers flying on TWA will depart from Terminal C; and Alitalia departures will be from Terminal D. However, all international flights return to Boston via Terminal E.

Logan has plenty of restaurants — everything from sushi to the great American hamburger; automatic teller machines throughout the airport; full-service banking; foreign currency exchange—even a playspace for kids, Kidport in Terminal C.

Finally, Massport advises all travelers to plan ahead this summer and make public transportation the mode of choice for getting to and from Logan Airport.

Enjoy your trip,

Thomas J. Kinton
Aviation Director

SOUTH STATION LOGAN LINK ON HOLD

Massport has discontinued shuttle van service between South Station and Logan Airport. Unfortunately, not enough travelers took advantage of this service to warrant its continuation. Thank you to those of you who used Logan Link, and as alternatives, Massport suggests the Airport Water Shuttle from Rowes Wharf or the MBTA Blue Line for downtown Boston commuters.

LOGAN AIRPORT UNVEILS NEW SERVICES

Logan International Airport will welcome this year's influx of summer air travelers with improvements to concessions and service designed to make Logan an even better place for the travelling public. Domestic and international passengers will benefit from the following new additions:

✈ The Harborside Hyatt Conference Center Hotel opened to the public in June. With 270 rooms and a full set of conference and function facilities, the Harborside Hyatt greatly enhances Logan's on-airport services for its business clientele. Located within the airport on Harborside Drive, the new hotel has instant access to the airline terminals. In addition, business travelers are just a step away from the Airport Water Shuttle, a convenient and pleasant way for business travelers to cross the harbor in under seven minutes.

✈ At Terminal A, Continental and USAir have moved to more attractive gate areas, and a new concession plan has been developed to replace the old food and merchandise outlets. A mix of first-class food and beverage operations, including a food court and a Cheers bar, is on the horizon. In addition, one of the most popular retail concessions at Logan Airport, Benjamin Book in Terminal C, has opened a new store in Terminal A.

✈ Terminal C also has a new food and beverage concessionaire. Plans include more food and beverage services out on the Terminal C gate piers-beyond the security check points. This will enable passengers who have already checked-in and passed through security to eat, drink and relax without having to travel all the way back into the main concourse area.

✈ Airport Television is coming to Terminals B,C and E. The Airport Channel is a version of CNN that will bring headline news — including business and sports — to Logan passengers while they are waiting to board flights. The channel will also provide tourist information.

✈ International passengers will be happy to learn that the baggage carts in the international terminal will be free of charge this fall, thanks to an agreement between Massport and Smarte Carte, Inc.

✈ Finally, new electronic baggage lockers will replace the old mechanical lockers now in use throughout the Logan terminals. To benefit international visitors, the new lockers will display — at the push of a button — instructions in the customer's choice of eight languages.

LOGAN EXPRESS LOCATIONS:

BRAINTREE — Off Route 37 South on Forbes Road, across from the South Shore Plaza.

FRAMINGHAM — At the entrance to Shoppers' World off Route 30.

WOBURN — At Exit 36 (Washington Street) off Route 128, next to the Mishawum MBTA Commuter Rail Station on Mishawum Road, across from the Marriott Courtyard.

FOR GENERAL OR SCHEDULE INFORMATION ON LOGAN AIRPORT'S GROUND TRANSPORTATION ALTERNATIVES, CALL MASSPORT, 24-HOURS-A-DAY AT 1-800-23-LOGAN

Please send the following Logan Airport passenger information:

- **ABCDE (Logan Terminal Guide)** _____
- **Logan Passenger Services Guide** _____
- **When Kids Fly** _____

Regional Ground Transportation Flyers for:

- **Downtown Boston** _____
- **Northern Massachusetts** _____
- **South Shore and Cape Cod** _____
- **North Shore, Massachusetts** _____
- **Southeastern Mass./Rhode Island** _____
- **Central Massachusetts** _____
- **Maine/New Hampshire/Vermont** _____

Schedule cards for:

- **Braintree Logan Express** _____
- **Woburn Logan Express** _____
- **Framingham Logan Express** _____
- **Airport Water Shuttle** _____

Return to:

Name _____

Company _____

Street Address _____

City, State, Zip _____

TRAVELOGAN is published by: The **Massachusetts Port Authority**, Public Affairs Department, Ten Park Plaza, Boston, MA 02116-3971, **Stephen P. Tocco**, Executive Director.

MASS. TC50.4:993/1

LOGAN AIRPORT

TRAVELOGAN

THE EASIER WAY TO THE AIRPORT

GOVERNMENT DOCUMENTS SECTION
JUL 1993
University of Massachusetts Depository Copy

Kids Ride *Free*

If you're flying with children this spring, take advantage of a great travel bargain: all of the Massport-sponsored public transit alternatives to Logan Airport are FREE for children under 12 years of age.

And most other private ground transportation operators at Logan offer reduced fares for adults traveling with children. For complete ground transportation information to and from Logan Airport call Massport's public information operators at 1-800-23-LOGAN, Monday-Friday, 9:00 AM - 5:00 PM. Recorded information is available 24-hours.

Once at Logan Airport, visit Kidport at Terminal C (upper level). Kidport is a great area where children can burn off energy while parents can enjoy comfortable seating and a respite from busy terminal activity. Kids can drive a toy plane, slide down its wings, and crawl through a tunnel as they watch the real planes through the window.

There are carpeted platforms for nappers, plus a "tip" board for parents on traveling with kids. Kidport was voted one of the ten best playgrounds in America by Child magazine.

A comprehensive guide on traveling with children, When Kids Fly, is available through Massport. Fill out the flip-side coupon for your copy.

Logan Express *Update*

Ridership on Woburn Logan Express Picking Up

Last fall, Massport introduced Logan Express bus service between Woburn and Logan Airport—the first northwest suburban location for the nonstop bus service. Through the end of February, 7,920 travelers used the service which features a value-priced $5.00 one-way fare and daily parking rate of only $3.00.

Although its location is slightly off the beaten track—off Route 128, Exit 36 (Washington Street) on Mishawum Road next to the MBTA Commuter Rail Station—travelers who use the service say it's well worth the effort. Over 2 million passengers have relied on its predecessors—the Braintree and Framingham Logan Express buses—over the past six years, marking Logan Express as the preferred alternative.

Massport is planning improvements to increase the visibility of the Woburn Logan Express location. New signs will border the site along Route 128 and also on Washington Street. A spacious, climate-controlled waiting area will be constructed by next fall. And the service will be regularly advertised as part of Massport's overall spring effort to encourage use of its public transportation alternatives.

Phone Home from Framingham Logan Express

Cellular telephone service is now available on all six Framingham Logan Express coaches, a new feature provided by Fox Tours, the service operator.

Similar to cellular telephone service used by airlines and taxi cabs, the phones are activated by a major credit card (Visa, MasterCard, American Express, and Diner's Club) or an AT&T calling card. Future plans include on-board video monitors which will be used to provide travelers with airport and travel industry consumer information.

Airport *Water* Shuttle

Greeting new arrivals to Boston at Rowes Wharf is a great alternative to navigating tricky roadway and curbside congestion at Logan during peak travel times. It's also a great "welcome tour" of Boston's skyline for first-time visitors.

Airport Water Shuttle courtesy buses operate between all of Logan's terminals and the cross-harbor sail takes only seven minutes.

This spring, Massport recommends that you "take one before flying" — one of Massport's public transportation alternatives to Logan Airport that is. It's particularly good advice if you're planning to travel during the week of April 18th, the start of the spring school vacation and traditionally a heavy business travel period at Logan Airport. Parking at Logan will be tight on Wednesday, April 21st.

The Logan Express buses from Braintree, Framingham, & Woburn; the Airport Water Shuttle; the Logan Link from South Station; and the Ⓣ, are all fast, reliable, and cost effective alternatives.

More and more travelers are taking advantage of ground transportation options to and from Logan Airport. Currently, about 22 percent of Logan's 23 million annual passengers use a ground transportation service. But Massport is looking to encourage even greater use.

This month, Massport will introduce a new advertising campaign to further increase awareness of its public transportation services. Radio, newspaper ads and billboards will stress the comfort and convenience of the services, aspects that should appeal to any traveler who has arrived at Logan harried from driving and parking.

Also new this spring are special passenger amenities like cellular telephones on the Framingham Logan Express; handicapped lifts on almost all Logan Express buses; and a new 5:00 AM run to Logan on the Braintree and Framingham Logan Expresses. Read on for more details about Massport's spring transportation specials!

Alden S. Raine
Executive Director

SmarTraveler

Up-to-the-minute traffic information is at your fingertips — truly just a simple telephone call away. Just call 374-1234 (24-hours) for the latest traffic and transit conditions in eastern Massachusetts. Simply press "5*" for specific information about Logan Airport.

This service, brought to you by SmartRoute Systems of Cambridge and the Massachusetts Highway Department, is funded by the Federal Highway Administration.

Logan Link

Your South Station Connection

Logan Link, the nonstop shuttle van between South Station and Logan Airport leaves weekdays from Atlantic Avenue at South Station and stops at all Logan terminals. Travelers from downtown Boston can take advantage of nine scheduled trips, mornings and afternoons.

In the future file: In recognition of South Station's convenient downtown location, Massport's future plans include a "one stop" airport terminal at South Station. From South Station, which is easily accessible by commuter rail, Ⓣ, or bus, passengers will be able to buy tickets, check their bags, and take a designated bus through the new tunnel directly to their airline terminal.

This is one component of the massive, billion dollar Logan Airport Modernization Program which you will be reading more about in upcoming issues of Travelogan.

3-D Loop System

A new, state-of-the-art system aimed at aiding hearing impaired travellers at Logan Airport is currently being tested on Massport's shuttle bus system. The 3-D Loop System, which transmits PA announcements to hearing impaired passengers, is an assistive listening system which interfaces with Massport's current PA system on the buses.

A similar system used in Terminal C near the passenger seating area has proven very effective. Logan Airport is the first airport in the world to use the system.

LOGAN LINK AT SOUTH STATION:

South Station Logan-Link

To Logan Airport	To South Station
6:30AM	7:00AM
7:00AM	7:30AM
7:30AM	8:00AM
8:00AM	8:30AM
8:30AM	9:00AM
9:00AM	3:30PM
3:00PM	4:00PM
3:30PM	4:30PM
4:00PM	5:30PM
4:30PM	6:30PM
5:30PM	
6:30PM	
7:00PM	

LOGAN EXPRESS LOCATIONS:

Logan Express

- **BRAINTREE -- Off Route 37 South on Forbes Road, across from the South Shore Plaza.**
- **FRAMINGHAM -- At the entrance to Shoppers' World off Route 30.**
- **WOBURN -- At Exit 36 (Washington Street) off Route 128, next to the Mishawum MBTA Commuter Rail Station on Mishawum Road, across from the Marriott Courtyard Hotel.**

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Please send the following Logan Airport passenger information:

- **ABCDE (Logan Terminal Guide)** _____
- **Logan Passenger Services Guide** _____
- **When Kids Fly** _____

Regional Ground Transportation Flyers for:

- **Downtown Boston** _____
- **Northern Massachusetts** _____
- **South Shore and Cape Cod** _____
- **North Shore, Massachusetts** _____
- **Southeastern Mass./Rhode Island** _____
- **Central Massachusetts** _____
- **Maine/New Hampshire/Vermont** _____

Schedule cards for:

- **Logan Link at South Station** _____
- **Braintree Logan Express** _____
- **Woburn Logan Express** _____
- **Framingham Logan Express** _____
- **Airport Water Shuttle** _____

Return to: Massport Public Affairs, Ten Park Plaza, Boston, MA 02116-3971.

Name _____

Company _____

Street Address _____

City, State, Zip _____

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LOGAN AIRPORT

TRAVELOGAN

HERE'S HOW GETTING THERE IS GETTING BETTER

GOVERNMENT DOCUMENTS COLLECTION
NOV 5 1991
University of Massachusetts
Depository Copy

During peak vacation travel times this summer, getting to, from, and around Logan International Airport in a private auto can be a challenge. Fortunately, there are several travel options to driving that will not only save on time, but are oftentimes less costly.

Convenient services like the MBTA Blue Line, Airport Water Shuttle, Logan Express buses, taxis, scheduled buses, or limousines deliver you right to the curbside of your airline terminal.

BRAINTREE AND FRAMINGHAM LOGAN EXPRESS BUS SERVICES

The Logan Express service is dedicated bus service to and from Logan Airport from suburban locations. Separate runs are made from the Braintree site, located off Route 37 on Forbes Road, across from the South Shore Plaza, and also from Shoppers' World in Framingham, conveniently located just off Route 30. Both Logan Express services operate daily.

The Logan Express buses stop at each airline terminal. The one-way fare from Braintree is $5.00, and from Framingham, $8.00. Secured 24-hour parking is available at both locations for $4.00 per day, with a discounted weekly rate of $24.00. Weekend travelers to or from Framingham get a price break of $3.00 off the regular one-way fare on Saturday and Sunday.

AIRPORT WATER SHUTTLE

The Airport Water Shuttle links Logan International Airport with Rowes Wharf in downtown Boston, and also with connecting ferry boat service to and from the South Shore. The cross-harbor trip takes seven minutes and free deluxe vans operate between the dock and all airline terminals.

Hours:
Monday - Friday
Every 15 minutes
6:00 a.m. - 8:00 p.m.
(no service on Saturdays)
Sunday
Every 30 minutes
12:00 p.m. - 8:00 p.m.

Fares:
$7.00 one-way adult
Children under 12 free.

SUMMER VACATION TRAVEL = BUSY LOGAN TERMINAL "E"

Airfare wars between several international carriers have resulted in heavy bookings for overseas destinations this summer. Massport plans to monitor passenger activity very closely and has already made temporary changes in the parking lot closest to most of the summer action. Because parking at Terminal "E" may often be at a premium, the lot has been divided into **short-term** and **long-term** sections, and an enclosed, overhead walkway between Central Parking has been opened.

To relieve curbside congestion during the busy summer travel season, the single entrance lane closest to Terminal "D" will be designated for **long-term parking (more than four hours).** The two entrance lanes located beyond the Terminal "E" curbside will be designated for **short-term parking only (four hours or less).**

The **long-term** rate is $13.00 for the first day, and $11.00 for each additional day up to a maximum of $50.00 per week. The **short-term** rate is $3.00 for the first hour and $2.00 for each additional hour with no maximum. **Long-term** parkers should take special notice -- as they will face hefty parking fees if they park for long periods of time in the designated short-term area.

An electronic sign on the inbound roadway provides parking availability updates. This sign will direct you to Central Parking when the **long-term** and/or **short-term** parking areas at **Terminal "E"** are full.

OTHER RELIABLE GROUND TRANSPORT TO AND FROM LOGAN AIRPORT:

Shared Ride Door-to-door Van Services

ABC Airport Coach
Serving - Plymouth & Kingston
1-800-479-6622
1 passenger/$40, $45 shared

Knight's Airport Limo Service
Serving - Natick & Worcester area
1-800-227-7005
$20 per passenger

Worcester Airport Limo Service
Serving - Worcester County
1-800-660-0992
$25 per passenger

Little Daddy Limo Service
Serving - Worcester area
1-800-535-7676
$43 to $54 shared

Bud's Airport & Taxi Service
Serving - Hopkinton, Ashland, & Milford
1-800-332-8885
$36 and $39 per passenger

North Shore Shuttle
Serving - Beverly & Lynn
1-800-649-8660
$23 one passenger, $28 for two to Beverly - $29 one passenger, $34 for two to Lynn

R and A Shuttle Service
Serving - Beverly & Lynn
1-800-927-0190
$32 per passenger to Beverly
$16 per passenger to Lynn

Imperial Limousine Service
Serving - Dedham & Norwood
1-800-225-6600
$25 per passenger

Scheduled Bus Services

Plymouth & Brockton Bus
Serving - Plymouth area
1-800-328-9997
Daily 5:30AM - 11:45PM
Fares start at $10 per passenger

Bonanza Bus Lines
Serving - Foxboro & Providence
1-800-556-3815
Daily 5:20AM - 11:45PM
Approximately $10 per passenger

Peter Pan Bus Lines
Serving - Westboro & Worcester
1-800-322-0364
Daily 4:25AM - 11:45PM
Approximately $10 per passenger

Concord Trailways
Serving - Concord & Manchester
1-800-258-3722
Daily 5:30AM - 11:30PM
$15 (Concord) $13 (Manchester)

Logan International Airport Terminal Guide

For schedule information on these or any other alternatives to driving to or from Logan Airport, call Massport, 24-hours-a-day, at

1-800-23-LOGAN

massport

LOGAN AIRPORT
TraveLOGAN
HERE'S HOW GETTING THERE IS GETTING BETTER

NOVEMBER 1990

NOVEMBER TRAVEL COUNTDOWN

November has always been the busiest month of the year at Logan International Airport, and this special issue of TRAVELOGAN is meant to help you ease the burden of traveling during this hectic time of year.

After many years of experience and research, we've learned that there are two kinds of travel crunches in November: the business travel crunch and the Thanksgiving travel "squash."

During the heavy business travel week, which occurs this year during the week of November 11th, **parking will be in short supply, especially on November 13th, 14th, and 15th.** For the thousands of other travelers who will be joining family and friends Thanksgiving week, parking won't be a problem, **but curbside congestion will.** Logan's curbs get crowded when a heavy volume of drivers park in front of the terminals "for just a minute," to pick up or drop off passengers.

This is a perfect year to investigate one of the many excellent alternatives to getting to Logan without the private automobile. Some of the options we'd like to suggest are the "T," the Airport Water Shuttle, the Logan Express buses from Framingham and Braintree, and a variety of buses, airport limousines and taxis.

There's now an extra incentive to try these alternatives — you'll save money. This year, the transportation companies listed on the back of this issue have joined with Massport to offer a $2.00 discount on their fares to and from Logan. This makes a good idea even better.

Best wishes for an enjoyable and hassle-free November!

Sincerely,

David W. Davis
Executive Director
Massport

NOVEMBER						
S	**M**	**T**	**W**	**T**	**F**	**S**
11 First day of busy week for business travelers.	**12** Limited parking for business travelers.	**13** Logan parking limited.	**14** Heavy business travel day. Little parking.	**15** Parking facilities very full.	**16**	**17**
~~18~~ **25** Busy travel day. Roadways to Logan terminal curbsides will be congested.	**19** Call 1-800-23-LOGAN to find out ways to get to Logan without driving a car.	**20** Busy travel day. Worst day to leave airport! Exiting Logan is a problem.	**21** Busy travel day. Roadways to Logan terminal curbsides will be congested.	**22** Thanksgiving Day	**23**	**24**

LOGAN'S AIRPORT AMBASSADORS

Remember the days when an airport seemed like a desert? You'd have to walk for miles just to get an answer to questions like: "Where can I buy some aspirin?" "Where can I change my toddler?" "How much is a cab fare to downtown?"

At Logan Airport, travelers with pressing questions will find an "oasis in the desert" in our public information representatives.

These designated Airport Ambassadors earned their title by being on hand just when you need them, especially during peak travel times. If you are traveling during November, you will see Airport Ambassadors roving Terminals C, D, and E, sporting winter green uniforms and a smile. Look for them if you need help...they are at your service.

Please send me the following brochure(s):

- ❑ Logan Airport Transportation Services Guide
- ❑ Logan Airport Passenger Services
- ❑ Logan Airport Special Services
- ❑ When Kids Fly
- ❑ Security Is Everyone's Business
- ❑ New England Air Travelers' Bill of Rights

Name _____

Address _____

City _____ State _____ Zip _____

(see related story on back page)

Mail to: MASSPORT, Public Affairs,
10 Park Plaza, Boston, MA 02116

massport
10 Park Plaza
Boston, MA 02116-3971

BULK RATE
U.S.POSTAGE
PAID
BOSTON, MA
PERMIT NO.
58881

ALTERNATIVES TO LOGAN'S CURBSIDE BLUES

Since nearly 65,000 travelers are expected to pass through Logan during the busiest November travel days, we thought you should learn about some of Massport's alternatives to driving yourself to the airport:

- The Airport Water Shuttle
- The Braintree Logan Express*
- The Framingham Logan Express*

These services offer:

- Direct curbside drop-off
- Frequent service
- Comfortable waiting areas and hassle-free rides
- Parking*
- Ease of mind

AIRPORT WATER SHUTTLE: daily nonstop ferry service to Logan with shuttle buses to and from the airport terminals. Enclosed, comfortable ferry rides, every 15 minutes (every 30 minutes starting at Noon on weekends) between Rowes Wharf on Atlantic Avenue in downtown Boston and the Logan Airport dock. FARE: $7.00 ONE WAY. Children under 12 ride for free.

BRAINTREE LOGAN EXPRESS: daily nonstop express bus service to and from Logan Airport and the South Shore. It's conveniently located opposite the South Shore Plaza on Forbes Road in Braintree. The Braintree Logan Express features a comfortable, enclosed waiting area that offers a variety of travel amenities. FARE: $5.00 ONE WAY. Children under 12 ride for free.

FRAMINGHAM LOGAN EXPRESS: daily nonstop express bus service to and from Logan Airport and Framingham. Easily accessible from either Route 30 or 9, the enclosed waiting area has vending machines, comfortable seating and pay phones. It is located at Shoppers' World off Route 30. FARE: $7.00 ONE WAY. Children under 12 ride for free.

MBTA BLUE LINE: offers subway service from downtown Boston to Logan with connections to the entire MBTA transit system and commuter rail. The Blue Line stops at Aquarium, State Street, Government Center, and Bowdoin downtown. Massport's shuttle buses #22 and #33 run between the T station and the airline terminals.

Logan's 1-800-23-LOGAN INFORMATION LINE PROVIDES ROUND-THE-CLOCK SCHEDULE INFORMATION ON THESE AND OTHER TRANSPORTATION ALTERNATIVES TO AND FROM LOGAN.

A FAMILY OF INFORMATION GUIDES

Logan Airport has been likened to a small city, an understandable analogy since we have our own fire and police force, a health center, a dental clinic, dozens of restaurants, banking services — even a bookstore and a hair salon. In addition, all our terminals offer assistance programs for travelers.

1-800-23-LOGAN THE NOVEMBER POWER NUMBER

For two weeks, from 8:00 a.m. to 8:00 p.m. between November 11 and November 25, Logan's Public Information Representatives will personally answer your questions about getting in and out of Logan on these crucial travel weeks. All you need to do is call Logan's ground transportation information hotline — 1-800-23-LOGAN.

As always, recorded information about the dozens of options to getting to and from Logan without your car will be provided 24 hours a day. But if you need additional information about those alternatives, the operators will be standing by ready to reply.

The hotline is so popular that the number of callers during the November travel crunch has doubled each year since its inception. Last year more than 24,000 people used the ground transportation hotline service during the two week travel crunch.

This November in an effort to give passengers an opportunity to learn about and take advantage of our programs services, and amenities, we've published a series of brochures and consumer guides which will be available at Logan's Information booths.

LOGAN PASSENGER BROCHURES

Logan Airport Transportation Services Guide: Details the best and most reliable public transit options available to and from Logan Airport.

Logan Airport Passenger Services: Provides travelers with a list, by terminal, of "what is where" at Logan Airport.

Logan Airport Special Services: Offers travelers with special needs, a configuration of Logan's terminals as well as advance planning suggestions.

LOGAN CONSUMER TRAVEL GUIDES

When Kids Fly: This consumer guide is for air travelers flying with toddlers, children, and teenagers; and for youngsters flying alone.

Security is Everyone's Business: This booklet informs travelers about Logan's security regulations and explains how you can enhance airport security.

New England Air Travelers' Bill of Rights: A newly expanded flight manual that arms passengers with information to combat common travel problems: lost baggage and missed connections; and helpful telephone listings to turn to when there are travel problems.

$2 Give this coupon to your ticket agent or driver and save $2 on a trip to/from Logan. Offer good Nov. 11-25. $2

Name _____

Address _____

City _____ State _____ Zip _____

RELIABLE SERVICE AT A DISCOUNT

South Shore

Scheduled Bus
Logan Express Braintree — 1-800-23-LOGAN
Bus $5.00, Parking $2.50
5:30 AM to 11:45 PM
Monday - Friday 64 Round Trips
Saturdays 35 Round Trips
Sundays 48 Round Trips

Plymouth & Brockton Street Railway Co. — 1-800-328-9997
Plymouth $10.00
5:30 AM to 11:45 PM daily
26 Round Trips

Door-to-Door Shared Ride Van
ABC Airport Coach Service — 1-508-747-6622
Kingston and Plymouth
$40.00 per person and $45.00 for 2 passengers

Southeast

Scheduled Bus
Bonanza Bus Lines — 1-800-556-3815
Foxboro
Bus $10.00, Parking $3.00
5:20 AM to 11:45 PM daily
18 round trips

West

Scheduled Bus
Logan Express Framingham — 1-800-23-LOGAN
Bus $7.00, Parking $4.00
5:30 AM to 11:45 PM
Monday - Friday 69 Round Trips
Saturdays 34 Round Trips
Sundays 55 Round Trips

Peter Pan Bus Lines — 1-800-322-0364
Westboro $15.00 (Marriott)
4:25 AM to 11:45 PM
6 Round Trips

Hudson Bus Lines — 1-800-367-3885
Newton Corner
$12.00 per person
5:40 AM to 11:00 PM
22 trips daily

Door to Door Shared Ride Van
Central Mass Airport Limo — 1-508-829-7334
Holden and Worcester
$17.00 per person

Knights Airport Limo — 1-800-227-7005
Framingham and Natick
$19.00 per person and $32.00 for 2 passengers

Little Daddy Limousine — 1-800-535-7676
Oxford and Worcester, MA
$43.00 per person and $53.00 for 2 passengers

Worcester Airport Limo — 1-800-660-0992
Worcester and Shrewsbury, MA
$24.00 per person

Northwest

Door to Door Shared Ride Van
TWC Limo — 1-800-223-2325
Westford and Lowell
$28.00 per person and $42.00 for 2 passengers

Air Limo — 1-508-692-9303
Westford $30.00
Concord $34.00 per person

James H. McCarty Limo Service — 1-800-233-0066
Leominster and Fitchburg
$38.00 per person

North

Scheduled Bus
M & L Transportation — 617-665-7791
Woburn
Bus $15.00 one way and $25.00 Round Trip
5:55 AM to 11:00 PM
Weekdays 15 trips to Logan and 31 trips to Woburn
Saturdays 6 trips to Logan and 13 trips to Woburn
Sundays 10 trips to Logan and 23 trips to Woburn

Hudson Bus Lines — 1-800-367-3885
Woburn
$12.00 per person
5:40 AM to 11:00 pm
17 trips daily

North Shore

Scheduled Bus
C & J Trailways — 1-800-258-7111
Newburyport
$26.00 round trip
7:05 AM to 8:40 PM
29 Round Trips

Door to Door Shared Ride Van
North Shore Shuttle — 1-800-649-8660
Marblehead and Swampscott
$24.00 per person and $29.00 for 2 passengers

Boston

MBTA Blue Line* — 617-722-3200
$ .75

Water Shuttle* — 1-800-23-LOGAN
Rowes Wharf/Boston Harbor Hotel
Fare $7.00
6:00 AM - 8:00 PM Monday - Friday, every 15 minutes
Noon - 8:00 PM Saturday & Sundays, every 30 minutes

*Discount does not apply.

MASS. TC50.4:989/1

NOVEMBER

LOGAN AIRPORT 1989

TRAVELOGAN

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HERE'S HOW GETTING THERE IS GETTING BETTER

READ ALL ABOUT:

CALLING 1-800-23-LOGAN ..... Page 4

GETTING IN AND OUT OF LOGAN ... Page 2

LOGAN WINS INTERNATIONAL AIRPORT OF THE YEAR AWARD .... Page 2

THE LOGAN CHALLENGE

CAN YOU MASTER IT? ..... Page 3

Special Thanksgiving Edition!

BETTER WAYS TO MEET AND GREET

What a deal! This Thanksgiving tell your friends and family that you will pick them up at Logan viá the Logan Express bus. As a special, one-time promotional incentive to reduce traffic congestion at the airport's terminal curbs, Massport has instituted a "Meet and Greet Ticket," good for one round-trip if you return within five hours. The tickets are good for trips on the Logan Express buses from Quincy and Framingham.

"The 'Meet and Greet' marketing program was initiated to provide an incentive for South Shore and Metrowest residents to pick up their Thanksgiving visitors without putting a dent in their pocketbooks or a furrow in their brows," explained Sue Clippinger, manager of transportation services at Massport.

The tickets can be used only from November 17 through November 30. From Quincy, the round-trip fare, usually $10.00, will drop to $5.00; from Framingham, the round-trip fare will be just $7.00 rather than the usual $14.00. If used after five hours, the usual fare will apply.

AN EXPERIMENT THAT WORKED: HAPPY BIRTHDAY LOGAN EXPRESS

Logan Express celebrates its third anniversary this Thanksgiving season. The nonstop express service was first initiated in 1986 as an experiment to manage the peak passenger volumes during the Thanksgiving travel weeks.

Massport began its experiment by offering bus transportation from Quincy and Alewife MBTA stations nonstop to Logan. Based on the success of these services, full-time Logan Express bus services from Framingham and Quincy-Adams were started later in 1986.

The buses are operated as park-and-ride services which take advantage of the MBTA garage at Quincy-Adams and the parking lot of Shoppers' World on route 9 in Framingham.

Passengers may purchase single-ride tickets or, for a ten percent discount, purchase a booklet of ten rides.

PICKING UP OR DROPPING OFF TRAVELERS AT LOGAN? DON'T DO IT!

While your relatives and friends may reward you with a thank you hug for picking them up and dropping them off at Logan, don't expect much courtesy from harried travelers who get delayed by the curbside and roadway congestion that this practice causes.

Pick ups and drop offs spell D-I-S-A-S-T-E-R during the Thanksgiving travel week, particularly on the Tuesday before Thanksgiving.

Massport's Manager of Transportation Services Sue Clippinger explains that the unusually high volume of pick ups and drop offs on the days before Thanksgiving combines with normal commuter traffic to cause delays for travelers entering and exiting the airport.

If you have to drop off passengers, do it at the dozens of alternative sites...

"If you have to drop off passengers, do it at the dozens of alternative sites where you can be sure they will get to their flights on time." A drop-off site can be a location that has direct transportation to Logan Airport and where your relatives or friends can conveniently travel to the airport: any "T" stop that connects to the MBTA Blue Line is a suitable drop-off site.

Other sites include Rowes Wharf which connects to Logan via the Airport Water Shuttle; Shopper's World in Framingham, home of the Framingham Logan Express; or the Quincy/Adams "T" stop where South Shore travelers can board the Quincy Logan Express.

massport

BULK RATE
U.S. POSTAGE
PAID
BOSTON, MA
PERMIT NO.
5 8 8 8 1

GETTING IN AND OUT OF LOGAN AIRPORT

LOGAN WINS INTERNATIONAL AIRPORT OF THE YEAR AWARD

For the second year in a row, Logan has been singled out as the International Airport of the Year for providing alternative transportation to and from Logan Airport and for making alternate modes of transportation easy to use and accessible for Logan's 24 million annual travelers.

The award was presented by the Airport Ground Transportation Association earlier this year.

Logan has shown the most progress of any airport in the country

The Association's Executive Director Ray A. Mundy said Logan Airport has "shown the most progress of any airport in the country...Logan has made it a priority to decrease the use of private autos and to increase the number of passengers using alternate transportation."

Logan has made considerable progress in the so-called "mode-split," a comparison of the percentage of travelers driving to Logan with their private automobile versus the percentage of persons taking alternate transportation such as buses, taxis, limos and public transportation.

In 1984, 55 percent of Logan's travelers used their car while 15 percent took alternatives. The introduction of reliable alternatives such as the Logan Express buses from suburban locations in Quincy and Framingham, and the Airport Water Shuttle from downtown Boston has made a remarkable dent in the mode-split. The percentage of people driving to Logan decreased by almost 10 percent while the percentage of travelers using alternate transportation rose to 22 percent.

EXPRESS NONSTOP SERVICE TO LOGAN

LOCATION	OPERATOR	TELEPHONE	PRICE	DAILY TRIPS	MAP
Foxboro	Bonanza	1-800-556-3815	$10.00	18	1
Quincy	Logan Express	1-800-23-LOGAN	$ 5.00	31	2
Framingham	Logan Express	1-800-23-LOGAN	$ 7.00	34	3
Andover	Flight Line	1-800-245-2525	$17.00	18	4
Andover	Hudson Bus	1-800-367-3885	$18.00	22	5
Woburn	M&L Trans.	665-7791	$15.00	15	6
Woburn	Hudson Bus	1-800-367-3885	$15.00	14	7
Newburyport	C&J Trail.	1-800-258-7111	$13.00	16	8
Rockland	P&B Bus Lines	1-800-328-9997	$ 7.00	14	9

Parking available.

OTHER INFORMATION

For additional information on the hundreds of unscheduled limousines with door-to-door service, call Massport's toll-free information hot line, 1-800-23-LOGAN.

LIFE IN THE FAST LANE:

A SHORT CUT OUT OF LOGAN

No, it's not an optical illusion. Those buses, taxis, limos, vans, and other so-called high occupancy vehicles (HOVs) are getting out of Logan faster than private automobiles.

Instituted in 1988, a special lane called the Commercial Vehicle (CV) lane makes it easier for vehicles carrying multi passengers to whiz out of Logan Airport, while private autos are signaled to "take the long way home." Private autos are detoured to the north and looped back onto McClellan Highway. The lane allows taxis, buses, limos, and trucks a direct route from the airport access road to the toll booths. This short cut speeds their trip and provides head-of-the-toll-line privileges at the tunnel.

The special lane is open Sunday through Friday from 3:00 p.m. until 7:00 p.m., and depending on traffic congestion, the hours of operation may vary.

"This should give travelers a clear message that the private automobile is not the most efficient or reliable way to get in or out of Logan," said Patrick B. Moscaritolo, director, Logan Airport.

The Logan Challenge

Bostonians are notorious as uncanny drivers, able to maneuver for position into the Callahan/Sumner Tunnels with skills that Emerson Fittipaldi and Al Unser, Jr. would envy. But winning position into the tunnels doesn't get you far in the Boston-Logan Challenge, the annual Thanksgiving race where thousands of New England travelers compete to get to their flights on time. Since the options have expanded, there are more ways to pass than on the old circuit. How well do you know how to beat the field? Take the following quiz and see how you place. Each correct answer is worth 10 points. (Answers on Page 4)

1. **From dock to dock, the Logan Water Shuttle takes:**
   a) 20 min. b) 7 min. c) 10 min.

2. **The MBTA connection to the airport is:**
   a) the Blue Line b) the Red Line c) the Green Line

3. **The best way to get to Logan from Framingham is:**
   a) car b) Logan Express Bus c) Commuter Rail

4. **Uncle Charlie and Aunt Edna from Cleveland are coming for Thanksgiving dinner. If you live on the South Shore, what's the best way to get them to your house?**
   a) drive to the airport and pick them up b) call a cab c) use Quincy Logan Express

5. **What's the best short-cut out of Logan?**
   a) walking b) a fast right out of the parking garage c) public transit via the CV Lane

6. **The first step in finding alternative transportation to Logan is:**
   a) call 1-800-23-Logan b) call your airline c) look for ads in the newspaper

7. **What is the least congested travel day during Thanksgiving Week?**
   a) Monday b) Tuesday c) Thanksgiving Day

8. **How many other travelers are in the race to Logan, on average, every day during the three days before Thanksgiving?**
   a) 50,000 b) 60,000 c) 70,000

9. **Where is the Framingham Logan Express Bus parking lot?**
   a) Shoppers' World b) City Hall c) The Sheraton Tara

10. **How do you get a taxi at the airport?**
    a) flag one down b) stand at the curb in front of your terminal c) wait in designated taxi lines

MASSPORT REDUCES CAR TRIPS TO LOGAN BY 500,000 IN 1988

If you are keeping score, ridership on the Logan Express buses from Quincy and Framingham and the Airport Water Shuttle helped reduce the number of cars going to Logan Airport by more than 500,000 last year.

...the toll-free hot line provides information about alternatives...

A ground transportation report released earlier this year showed a double digit increase in ridership on the Logan Express buses and a triple digit increase in ridership on the Airport Water Shuttle.

According to Massport Executive Director David W. Davis, "the report proves that travelers are saving time and avoiding stress on the roads by leaving their cars at home or at remote lots." Last year, the Framingham Logan Express carried 560 travelers a day (almost a 20 percent increase from 1987), the Quincy Logan Express carried 320 passengers a day (a 37 percent increase from 1987). Meanwhile, the Airport Water Shuttle handled more than 530 passengers each day (a 164 percent increase from the previous year).

Davis attributed the sizeable leap in ridership to a variety of measures which included aggressive and targeted advertising of the services and the availability of the 24-hour toll-free hot line which provides information about alternatives to getting in and out of Logan.

GETTING READY FOR THE THANKSGIVING CALL-A-THON

In preparation for the traditionally heavy volume of calls on the 1-800-23-LOGAN hot line, Massport has announced it will extend the service hours of its operators during the Thanksgiving holiday season. As always, recorded information is provided 24 hours-a-day. Eight telephone lines are dedicated to servicing travelers with information about the best ways to get in and out of Logan.

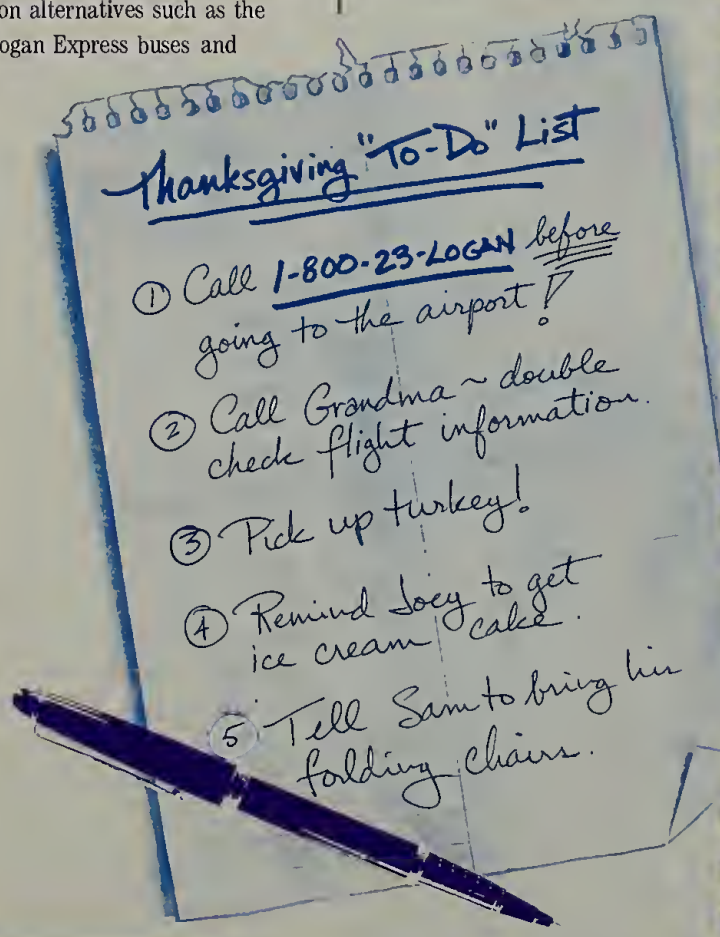
From November 15 through November 30, Logan Airport's public information staff will personally answer ground access questions twelve hours a day, 8:00 a.m. through 8:00 p.m., every day. Callers will learn about the many alternatives available for getting to and from Logan from virtually any corner of New England.

In addition, the toll-free number's 24-hour automatic recording will continue to inform travelers of Massport's ground transportation alternatives such as the Logan Express buses and the Airport Water Shuttle from Rowes Wharf. There is also information about the MBTA's Blue Line service to Logan Airport.

Massport suggests that when you're putting together your Thanksgiving travel "to-do" list, the first priority should be a call to the 1-800-23-LOGAN phone number. The call will save you valuable travel time.

Last year during the peak weeks of Thanksgiving travel, close to 12,000 people called the 1-800 number, increasing 1987's call-a-thon figures by an impressive 100 percent. On average, approximately 800 people call the toll-free number daily. However, during the Thanksgiving travel peak, the number jumps to a daily average of 2,000.

The hot line also features recorded information about Logan's long-term and short-term parking availability, rates, and locations.


Thanksgiving "To-Do" List
① Call 1-800-23-LOGAN before going to the airport!
② Call Grandma ~ double check flight information.
③ Pick up turkey!
④ Remind Joey to get ice cream cake.
⑤ Tell Sam to bring his folding chairs.

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TRAVELOGAN is a publication of
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Ten Park Plaza, Boston, MA 02116

LOGAN SIMPLIFIED

Match your airline with your terminal letter.

A

ContinentalExpress: 1-800-525-0280
Eastern Airlines: 262-3700
Northeast Express: 1-800-323-0030
Trump Shuttle: 1-800-AIR-TRUMP

B

American: 542-6700
American Eagle: 1-800-433-7300
Cape Air: 1-800-352-0714
Continental: 1-800-525-0280
HubExpress: 1-800-962-4744
Midwest Express: 1-800-452-2022
Mohawk Airlines: 1-800-252-2144
PAC Air: 1-800-359-7221
Pan Am/Pan Am Shuttle: 1-800-223-5160
Pan Am Express: 1-800-223-1115
Sabena: (departures only) 1-800-645-3790
USAir/USAir Express: 482-3160

C

Delta Air Lines/Delta Connection: 567-4100
Midway: 1-800-621-5700
Skymaster: 1-603-524-7784
TWA: (except international arrivals) 367-2800
TW Express: 1-800-221-2000
United: 482-7900

D

Charters (may use other terminals also)

E

Aer Lingus: 1-800-223-6537
Air Alliance: 1-800-422-6232
Air Atlantic/Canadian: 1-800-426-7000
Air Canada: 1-800-422-6232
Air France: 1-800-237-2747
Air Nova: 1-800-422-6232
Alitalia: 1-800-223-5730
British Airways: 1-800-247-9297
El Al Israel Airlines: 1-800-223-6700
Enterprise Airlines: 1-800-343-7300
First Air: 1-800-422-6232
Lufthansa: 1-800-645-3880
Northwest: 267-4885
Precision/Northwest Air Link: 1-800-225-2525
Sabena: (international arrivals only) 1-800-645-3790
Swissair: 1-800-221-4750
TAP Air Portugal: 1-800-221-7370
TWA: international arrivals only) 367-2800

QUIZ ANSWERS:

1.b 2.a 3.b 4.c 5.c 6.a 7.c 8.b 9.a 10.c

If you scored between 80-100 points, consider yourself a Logan Challenge winner; 50-70 points, you better call 1-800-23-LOGAN; 40 points or less, mandatory pit stop time: study TraveLogan.

MASS. TC50.4:988-11

TRAVELOGAN

November 1988

There's no need to remind you that Thanksgiving is by far the busiest travel season at Logan International Airport. Once again we are enlisting your help in encouraging your clients to leave their cars at home during this hectic time.

There are numerous choices for travelers who want to avoid parking hassles and want convenient and relaxing ways to the airport. The Airport Water Shuttle and MBTA Blue Line are rapid ways to and from downtown Boston. The Logan Express buses from Quincy and Framingham and other scheduled and unscheduled buses and taxis are excellent choices for many travelers.

As a special feature this Thanksgiving, rental car courtesy vehicles will pick up travelers at curbside at all Logan terminals and take them to the Blue Line T Station, free of charge.

These are just a few of the ways that we're trying to make Logan "passenger friendly" this Thanksgiving and throughout the year. "Business Travel News" and the American Association of Travel Editors recently recognized our airport for overall excellence and "greatly improved" passenger conveniences.

David W. Davis
Executive Director

MIDDLESEX REGION GETS NEW PARK AND RIDE SERVICE TO LOGAN

Logan-bound travelers from Westford, Lowell, Fitchburg, Ayer, Leominster and surrounding areas don't have to bother with driving to, and parking at Logan Airport any longer because Air Limo Services, Inc. now offers a secure parking area in addition to their one-stop van, limousine, and mini-bus service to and from the airport.

Located opposite the Westford Regency Hotel just off Route 110 in Westford, the parking area is a short seven minutes from Routes 2, 3, and 495. The one-way fare to or from Logan is $18.00, and overnight parking is free. The service runs every weekday between 5:15am and 6:30pm from Westford, and 6:30am to 11:00pm from Logan Airport. The weekend schedule varies so call Air Limo Services at 692-9303 for exact schedule.

Their reservation phone is available between 8am and 9pm.

NEW PUBLICATIONS FROM MASSPORT NOW AVAILABLE BY REQUEST

Updated editions of the "New England Air Travelers' Bill of Rights", "Logan Guide to Ground Transportation", "Logan Visitor's Guide", and "Foreign Language Guide" are now available.

Our new "Bill of Rights" booklet is an all-purpose air passenger consumer guide, expanded this year from 20 to 28 pages with new and specialized information on Logan Airport passenger services and travel emergency assistance programs.

In addition to these publications, updated versions of the "Logan Simplified" (ABCDE brochure) and Airport Water Shuttle guide will be made available upon your request.

NEW AD CAMPAIGN TARGETS LOGAN EXPRESS MARKET VIA CABLE TV

Massport's latest installment of advertising for ground transportation alternatives took to the suburban Boston cable TV broadcast airwaves this past month. And with the pending construction work in and around the airport, the new campaign speaks more directly than ever to the air traveler who wants to avoid delays in getting to the airport. The Massport advertising campaign also includes print, radio, and direct mail.

Metro Traffic Report sponsorships and station cooperative promotions round out the overall Mass port Ground Transportation advertising program.

Please Send

____Logan ABCDE Brochure
____Ground Transportation Brochure
____Logan Express Framingham Schedules
____Logan Express Quincy-Adams Schedules
____Airport Water Shuttle Schedules
____New England Air Traveler's Bill of Rights
____Plane Talk

NAME _____
COMPANY _____
ADDRESS _____
CITY _____ STATE___ ZIP____

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FEBRUARY 1988

AIRPORT WATER SHUTTLE TACKLES FIRST WINTER SERVICE SEASON

Already having carried more than 73,000 travelers between Rowes Wharf in downtown Boston and Logan Airport during 1987, the Airport Water Shuttle now has been completely winterized to assure passenger comfort as they make the seven minute trip across Boston Harbor. Each of the three 24-passenger boats used for the service have been fitted with deck coverings. Dock-side waiting areas have been completed to assure that passengers are protected against the somewhat "brisk" winds coming in off the harbor.

NUMBER OF RIDERS UP ON LOGAN GROUND TRANSPORTATION IN 1987

A recent 1987 Logan activity report highlighted significant ridership increases in ground access alternatives like the MBTA Blue Line, Logan Express buses, Airport Water Shuttle, taxis, scheduled buses and limousines. The report also noted that for the first time in several years, fewer travelers parked their cars at Logan resulting in a 2 percent reduction in garage patrons.

Logan's 1987 year-end report reveals that:

- 73,273 people rode the Airport Water Shuttle — a 139 percent increase in ridership over the previous year.
- 2,857,758 people used the MBTA Airport Station — a 7 percent increase over 1986.
- Some 1,283,924 taxis were dispatched from Logan's taxi pool — an 8 percent rise in usage.
- The Framingham Logan Express bus finished its first complete year of non-stop service between Shoppers' World and Logan having carried 169,876 travelers.
- Logan Express out of the Quincy/Adams MBTA Station carried almost 85,000 passengers to and from the South Shore.
- 117,953 calls were recorded at Logan's ground transportation number (1-800-23-LOGAN) during 1987, an increase of 244 percent.

PETER PAN BUS COMPANY ASSUMES LOGAN EXPRESS/FRAMINGHAM CONTRACT

December 19th marked the introduction of the Peter Pan Bus Company as the new contracted operator of Massport's Logan Express non-stop bus service between Shoppers' World and Logan Airport. Quickway Transport Company had run the service since its November 16, 1986 start.

The Logan Express continues its frequent daily schedule with a $6.00 fare each way. Secured 24-hour parking is also still available at the lot located just off of Route 30 in Framingham.

HUBEXPRESS HELICOPTER SHUTTLE EXPANDS FLIGHT SERVICE TO LOGAN AIRPORT

As of January 4th, HubExpress began regularly scheduled helicopter service between area hotels, office parks, companies and Terminal "B" at Logan Airport. With the new schedule, executive class, four to six passenger helicopters leave Stow, MA at 6:25 a.m. each weekday morning, making stops at the Sheraton Boxborough, New England Executive Park (Burlington) and arriving at Logan at 6:55 a.m. A one-stop turnaround to the Cambridge Hyatt Regency completes the run. Similar flights will be made throughout the day, repeating the same schedule between 5 and 9 p.m.

HubExpress is currently booking over 700 passengers a month and soon expects to exceed 2,000 passengers a month now that the new schedule has begun. Travelers using American Airlines, United Airlines, or TWA can also take advantage of joint fare arrangements which will allow them to book their HubExpress flights directly through the airline or their local travel agent.

HubExpress is the first commercial helicopter service given authority by Massport to transport passengers to and from one of Logan's terminals.

There are a growing number of heliports, reportedly 150 in New England alone, and many of them are in the Boston area.

Please Send

_____ Logan ABCDE Brochures

_____ Ground Transportation cards (Logan Express Framingham, Quincy/Adams and Airport Water Shuttle)

_____ Logan Airport Ground Transportation Guides

_____ Visitors' Guide to Logan Airport Services

_____ Foreign Language Guide to Logan Airport

_____ New England Air Travelers' Bill of Rights

Name _____

Company _____

Address _____

City _____ State _____ Zip _____

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Call **1-800-23-LOGAN** for GROUND TRANSPORTATION INFORMATION TO AND FROM LOGAN

MASS. TC50.4:987-1

TRAVELOGAN

November 1987

This year, Thanksgiving holiday travelers using Logan Airport will be greeted with a few noticeable changes designed to make trips to and from the airport more enjoyable and less congested.

On October 20th, we instituted a new bus-limo-taxi-truck vehicle lane on the airport's outbound roadway to Boston. During peak hours (7-9AM and 4-8PM) these commercial vehicles will be given priority access to Route 1A southbound and the Sumner Tunnel. This new feature is the second of three phases and is designed to help reduce queuing and delays at the toll booths.

Since the introduction of the Commercial Vehicle Lane project in November 1986, traffic back-ups at the toll plaza have significantly decreased, despite an approximate 25 percent increase in traffic on Route 1A.

David W. Davis
Executive Director

FEB 1

FRAMINGHAM LOGAN EXPRESS BUS ENTERS 2ND YEAR WITH 100,000+ RIDERS

There's just no stopping the Logan Express bus out of Framingham. As of October 31st, more than 100,000 travelers from the Metrowest area have taken the frequent service to or from Logan. And as the service reaches the one year mark, passengers can look forward to even more frequent late night runs.

Through passenger survey responses taken during mid-1987, it was easy to determine that what regular riders wanted most to see improved was the evening trip schedule, and having it coordinate with late evening flight arrivals. Massport met this request by instituting an additional 11:45PM run from Logan to the Shoppers World location Monday-Friday, and Sunday.

As a way to off-set these service extensions, on October 5th Massport instituted a $1.00 increase on the one-way fare ($6.00) and parking ($4.00/day) at the Shoppers World site.

MASSPORT TO ISSUE "NEW ENGLAND AIR TRAVELER'S BILL OF RIGHTS" BOOKLET

In an effort to get the facts about consumer's rights into the hands of air travelers using Logan Airport, Massport will issue its first ever "New England Air Traveler's Bill of Rights," which will provide valuable information on how to resolve air travel difficulties that may arise.

Massport recognizes that in this era of airline deregulation, air travel can sometimes be confusing and frustrating. This first edition of the booklet will discuss federal regulations that protect the rights of air travelers (what they do, and what they don't do), and where to call and/or write to register complaints.

Since the elimination of the Civil Aeronautics Board (CAB), there has been no government body to mediate between airlines and passengers. Fortunately however, many airlines are responding by instituting their own consumer help programs. With the institution of responsive airline industry programs such as these, along with the information being made available through this booklet, air travelers can get problems resolved faster by going directly to the source.

THE AIRPORT WATER SHUTTLE MAKES WAVES IN THE DOWNTOWN TO LOGAN TRAVEL MARKET

All of the pieces are in place for what looks like years of reliable cross-harbor transportation to and from Logan Airport. Since the June 29th start of year-round service, more than 55,000 riders have traveled between the Logan Airport dock and the recently completed Rowes Wharf development on Atlantic Avenue.

During last year's Airport Water Shuttle season (May-November, 1986), almost 31,000 riders were registered. This year's schedule has provided more frequent service (leaving both sides every 15 minutes between 6:00AM and 8:00PM, Monday-Friday). Another new feature of this year's service is the partnership with Rowes Wharf Associates (RWA), a subsidiary of the Beacon Management Company, to operate the water shuttle with an $800,000 subsidy from Massport.

This coming winter will be the first cold weather challenge for the service which makes the cross-harbor run in just seven minutes. The development teams at Massport and RWA have designed enclosed waiting areas on both ends to protect travelers from the "sometimes chilly" New England winters.

Please Send

_____ Logan ABCDE Brochure
_____ Ground Transportation Cards
_____ Logan Express Framingham Schedules
_____ Logan Express Quincy-Adams Schedules
_____ Airport Water Shuttle Schedules
_____ New England Air Traveler's Bill of Rights

NAME _____

COMPANY _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

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Call **1-800-23-LOGAN** for GROUND TRANSPORTATION INFORMATION TO LOGAN